

Center for New Americans Job Description

Position Title: Capacity Building Coordinator

Department: Center for New Americans

Classification: Full-time; Non-exempt; Temporary

Reports To: Assistant Director of Health & Integration Services

Salary Range: \$45,000-\$48,000

Created: June 2021 (Edited February 2024, April 2024)



Agency Mission

“InterFaith Works affirms the dignity of each person and every faith tradition, builds racial and religious equity, and creates bridges of understanding among us.”

Center for New Americans Description

InterFaith Works’ Center for New Americans (CNA) started in 1992, resettling newly arriving refugees from areas of the world where war, conflict, and political repression have forced mass relocation of people across the borders of their homeland. Refugees are annually certified by the United Nations, and accepted by the US government, then settled in nearly 200 cities across the county, Syracuse being one of these. The CNA provides initial support for the first 90-days which begins with meeting the refugee/family at the airport, delivering them to a pre-secured, furnished and affordable apartment, providing immediate spending cash, food, and basic safety information. The program then prepares a comprehensive resettlement plan which many include preparation for and securing employment, completion of an extended cultural orientation program, assisting the refugee/family to enroll in school to learn English, and facilitating connections to medical services. Additional CNA service programs which extend from three to five years beyond the initial resettlement period include the provision of ongoing, specialized, and intensive case management services, mental health and family wellness services, health literacy and education, employment assistance, immigration services, emergency assistance programs, and the facilitation of guided referrals to relevant community resources.

Position Summary:

This position is funded through the Office of Refugee Resettlement Preferred Communities Intensive Case Management program (PC ICM), which is administered by Episcopal Migration Ministries. The program serves individuals (refugees and other ORR-eligible populations) who require specialized services based on demonstrated vulnerabilities due to physical, mental health, or social needs that adversely affect the client’s ability to access services independently in their new environment. This temporary position will go through September 29, 2024, at which time the position may be extended. The Capacity Building Coordinator works exclusively with the Intensive Case Management program to build comprehensive community and provider-related capacity to better support refugees throughout Onondaga County. The Capacity Building Coordinator will track and maintain data, conduct outreach to faith, community partner, and medical provider groups, recruit and train specialized volunteers, mentors, and ‘Community Sponsors’, and develop and distribute materials to engage local stakeholders around ICM activities that positively impact refugee and immigrant communities throughout Syracuse. The Capacity Building Coordinator will also track programmatic data for monthly reporting requirements. This position is supervised by the Assistant Director of Health & Integration Services and provides direct support to all other members of the Intensive Case Management team.

Qualifications:

- Bachelor’s Degree and at least 2 years’ experience working in human services, community organizing, or a related field.
- Knowledge of office management systems and procedures and proficiency in MS Suite and database use.

- Excellent time management skills and ability to multi-task and prioritize work; attention to detail and problem-solving skills; and strong organizational and planning skills.
- Excellent written and verbal communication skills.
- Bilingual or multilingual capability beneficial, with preference for a current or projected refugee caseload language (Arabic, Burmese, Dari, French, Karen, Kinyarwanda, Nepali, Pashto, Somali, Swahili, and Ukrainian). Experience in a multi-cultural setting preferred.
- Background working with refugee and immigrant populations preferred.
- Ability to work collegially with other staff, interns, volunteers, and outside community members.
- A valid NY State driver's license and reliable transportation required.
- Working conditions and physical demands required:
The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
 - Ability to travel regularly throughout the service delivery area (for home visits, agency visits, service provider visits, etc.) at least 50% of the time using reliable transportation, traversing streets, ascending/descending stairs, and exposed to outside weather conditions.
 - Remain in a stationary position at a workstation and use a computer approximately 50% of the time.
 - Ability to frequently sit for long periods attending meetings/trainings.
 - Ability to lift up to 30 lbs.

Essential Functions:

Preferred Communities Intensive Case Management (PC ICM) Program and Client Support:

- Engage local stakeholders to build capacity to better meet and serve the needs of refugee clients with complex medical, mental health, and social needs
- Develop and disseminate program informational materials and brochures to prospective clients and service providers including community and ethnic based organizations
- Identify and recruit ORR-eligible populations who would be appropriate for ICM services
- Work with the program staff to further identify service gaps in the Syracuse community and garner support from new organizations to develop solutions
- Train other CNA staff and external providers on the ICM referral process
- Prepare spaces for program activities and order necessary program supplies for implementation
- Respond to emails, telephone inquiries and/or face-to-face inquiries regarding the ICM program
- Modify all programming as necessary to fit virtual platforms, when needed

Community Outreach and Training

- Communicate with external service providers to identify and build new partnerships
- Identify organizations, health systems, and providers that would benefit from National Standards for Culturally and Linguistically Appropriate Services (CLAS) training, conduct training, and distribute informational materials to enhance services
- Conduct community-wide learning and training opportunities for providers, community sponsors, and other relevant stakeholders, in conjunction with the PC ICM team
- Develop and disseminate a quarterly provider newsletter
- Develop and coordinate trainings and workshops with other community organizations for ICM clients

- Support internal capacity building development including identifying professional development opportunities, relevant on-going trainings to enhance staff capacity, and other retention and capacity building strategies
- Develop and implement onboarding and training plan for new ICM program staff in coordination with the PC ICM Program Manager
- Revise and disseminate program information and guidebooks for volunteers, mentors, community sponsors, and providers
- Maintain relationships with a myriad of service providers including the SCSD Refugee Assistance Program, Catholic Charities, RISE, the Onondaga County Health Department, the Northside Learning Center, contracted health care providers, and others
- Assist in advocating for and raising the visibility of the refugees in the Syracuse community

Volunteer, Mentor, and Community Sponsor Recruitment and Management

- Coordinate with IFW Community Engagement staff to identify faith communities, educational institutions, and other groups of eligible volunteers
- Recruit a diverse and specialized group of program volunteers, mentors, and community sponsors to support exceptionally vulnerable clients
- Screen and onboard prospective volunteers to ensure they are able to effectively serve program beneficiaries
- Organize extensive volunteer database for client/mentor matches and facilitate appropriate matches based on client needs and volunteer interest/experience areas
- Coordinate the provision of one-on-one specific trainings and orientations between volunteers, mentors, and clients including public transportation training sessions using the local Centro bus system
- Develop and implement formal volunteer and intern training processes in conjunction with other Community Engagement staff

Data Tracking and Reporting

- Track and maintain comprehensive data including all program activities conducted, donations distributed, trainings administered, volunteers recruited, volunteer hours donated, and community partners engaged in a customized database
- Maintain program records in an organized and secure filing system and employ organizational standards for confidentiality pertaining to the personal and/or sensitive information of each client
- Provide regular, written updates to the both the Development Department and Community Engagement staff regarding volunteer activities and other pertinent news for monthly Constant Contact articles
- Communicate with National Affiliate, EMM, regarding capacity building progress and other matters
- Produce program reports, when requested
- Participate in EMM PC ICM quarterly check-in calls, trainings and webinars, and monthly and semi-annual report writing and submission

Agency & Administrative Support Functions

- Attend in-house trainings and informational conferences, as requested.
- Collaborate with other IFW staff, interns, and volunteers to improve client service.
- Participate in all staff meetings, case planning meetings, and meetings with external providers.
- Serve on internal committees to promote general agency concerns and contribute to a positive office climate.

- Participate in all-agency activities such as the ILAD, United We End Racism, etc.

Other duties as assigned.

To Apply: Please send cover letter and resume to Melissa Morral at mmorral@ifwcny.org.